

IN THE CLAIMS:

The following listing of claims will replace all prior versions and listings of claims in the application:

1. (Currently Amended) A method of arranging a telephone call, comprising:
 - receiving, from ~~the~~ a caller network device, a free form instant text-based message having caller information associated with ~~[[a]]~~ the caller network device and called endpoint information associated with a network device to be called, the free form instant text-based ~~text-based~~ message including a time at which a telephone call is to be initiated;
 - initiating an arrangement of the telephone call by a server prior to an attempt to call the network device in response to receiving the free form instant text-based ~~text-based~~ message, the arrangement being associated with the time to initiate the telephone call;
 - sending a first alerting signal to the network device to be called and a second alerting signal to the caller network device automatically by the server at the time included in the free form instant text-based ~~text-based~~ message, the network device to be called becoming a called network device in response to the first alerting signal being sent, the first and second alerting signals being sent to each of the caller network device and the called device at the time included in the free form instant text-based ~~text-based~~ message so that the caller network device and the called network device are each called by the server at the time included in the free form instant text-based ~~text-based~~ message;
 - detecting whether a first connection signal is received from the called network device and whether a second connection signal is received from the caller network device;
 - attempting to connect the called network device to the caller network device in response to the first connection signal and the second connection signal; and
 - sending at least one of an instant message and an e-mail to the caller network device after attempting to connect the called network device to the caller network device fails and in response to the first connection signal not being received from the called network device.

2. (Currently Amended) The method of Claim 1, further comprising including:
establishing a session; and
recalling saved caller information based upon the session.
3. (Currently Amended) The method of Claim 1, further ~~including~~ comprising receiving a confirmation message indicating a successful connection to at least one of the called network device and the caller network device.
4. (Original) The method of Claim 1, wherein the message further includes time information, and the sending the first alerting signal, the detecting if the first connection signal is received, the connecting to the called network device, the sending the second alerting signal, the detecting if the second connection signal is received, and the connecting the called network device to the caller network device are performed at a time identified in the time information.
5. (Original) The method of Claim 1, wherein the caller information includes at least one of a caller telephone number, a caller text description, a caller E-mail address, a caller login name, a caller network address, and a session identifier.
6. (Original) The method of Claim 1, wherein the called endpoint information includes at least one of a called telephone number, a called endpoint text description, a called endpoint E-mail address, a called endpoint network address.
7. (Currently Amended) The method of Claim 1, further ~~including~~ comprising decoding the called endpoint information to provide a called telephone number.
8. (Currently Amended) The method of Claim 1, further ~~including~~ comprising decoding the caller information to provide a caller telephone number.

9. (Currently Amended) The method of Claim 1, further ~~including~~ comprising retrieving a called telephone number associated with the called endpoint information.

10. (Original) The method of Claim 1, wherein the message includes at least one of an instant message and an E-mail.

11. (Currently Amended) The method of Claim 1, further ~~including~~ comprising sending a voice message to the called network device in response to the first connection signal being received from the called network device.

12. (Currently Amended) The method of Claim 1, further ~~including~~ comprising sending a voice message to the caller network device in response to the second connection signal being received from the caller network device.

13. (Currently Amended) The method of Claim 1, further ~~including~~ comprising: terminating the sending of the first alerting signal to the called network device in response to the first connection signal not being received from the called network device.

14. (Currently Amended) The method of Claim 13, further ~~including~~ comprising: retrying sending the first alerting signal to the called network device.

15. (Currently Amended) The method of Claim 1, further ~~including~~ comprising: terminating the sending of the second alerting signal to the caller network device in response to the second connection signal not being received from the caller network device.

16. (Currently Amended) The method of Claim 15, further ~~including~~ comprising: retrying sending the second alerting signal to the caller network device.

17. (Currently Amended) The method of Claim 1, further ~~including~~ comprising sending a voice message to the called network device in response to the second connection signal not being received from the caller network device and the first connection signal being received from the called network device.

18. (Canceled)

19. (Original) The method of Claim 1, wherein the caller network device is selected from a telephone and an Internet telephony device and the called network device is selected from a telephone and an Internet telephony device.

20. (Currently Amended) A method of arranging a telephone call to a calling center, comprising:

receiving, from a caller network device, a ~~text-based~~ free form instant text message having caller information associated with ~~[[a]]~~ the caller network device and calling center information associated with the calling center, the ~~text-based~~ free form instant text message including a time at which a telephone call is to be initiated;

initiating an arrangement of the telephone call prior to an attempt to call the calling center in response to the ~~text-based~~ free form instant text message, the arrangement being associated with the time to initiate the telephone call;

sending a first alerting signal to the calling center and a second alerting signal to the caller network device automatically by the server at the time included in the ~~text-based~~ free form instant text message, the first and second alerting signals being sent to each of the caller network device and the calling center at the time included in the ~~text-based~~ free form instant text message so that the caller network device and the calling center are each called by the server at the time included in the ~~text-based~~ free form instant text message;

detecting whether a first connection signal is received from the calling center and whether a second connection signal is received from the caller network device;

attempting to connect the caller network device to the calling center in response to the first connection signal and the second connection signal; and

sending at least one of an instant message and an e-mail to the caller network device after attempting to connect the called network device to the caller network device fails and in response to the first connection signal not being received from the called network device.

21. (Currently Amended) The method of Claim 20, further ~~including~~ comprising:
establishing a session; and
recalling saved caller information based upon the session.

22. (Original) The method of Claim 20, wherein the caller information includes at least one of a caller telephone number, a caller text description, a caller E-mail address, a caller login name, a caller network address, and a session identifier.

23. (Original) The method of Claim 20, wherein the calling center information includes at least one of a called telephone number, a calling center text description, a calling center E-mail address, and a calling center network address.

24. (Currently Amended) The method of Claim 20, further ~~including~~ comprising
decoding the calling center information to provide a calling center telephone number.

25. (Currently Amended) The method of Claim 20, further ~~including~~ comprising
decoding the caller information to provide a caller telephone number.

26. (Currently Amended) The method of Claim 20, further ~~including~~ comprising
retrieving a calling center telephone number associated with the calling center information.

27. (Original) The method of Claim 20, wherein the message includes at least one of an instant message and an E-mail.

28. (Original) The method of Claim 20, wherein the caller network device is selected from a telephone and an internet telephony device and the calling center is adapted to couple to at least one of the public switched telephone network and a data network.

29. (Currently Amended) The method of Claim 20, further ~~including~~ comprising:
sending at least a portion of the calling center information to the calling center; receiving a calling center response having calling center knowledge in response to the portion of the calling center information; and
connecting the caller network device to the calling center in response to the caller information and to the calling center knowledge.

30. (Original) The method of Claim 29, wherein the portion of the calling center information includes an interactive voice response system (IVR) sequence associated with an interactive voice response system (IVR).

31. (Original) The method of Claim 29, wherein the calling center knowledge includes at least one of a calling center expected response time and a calling center queue value.

32. (Currently Amended) A system for arranging a telephone call, comprising:
a server adapted to receive, from a caller network device, a ~~text-based~~ free form instant text message having caller information associated with ~~the~~ the caller network device and called endpoint information associated with a network device to be called, the ~~text-based~~ free form instant text message including a time at which a telephone call is to be initiated, receipt of the ~~text-based~~ free form instant text message initiating an arrangement of the telephone call prior to an attempt to call the network device, the arrangement being associated with the time to initiate the telephone call and the server being adapted to attempt to connect the telephone call in accordance with the arrangement, the caller information, and the called endpoint information;
and

a gateway coupled to the server and to a telephony network for providing communications from the server to the telephony network,

wherein at least one of the gateway and the server is adapted to send alerting signals to the network device to be called and to the caller network device in response to the arrangement initiated by the ~~text-based~~ free form instant text message, the network device to be called becoming a called network device in response to one of the alerting signals being sent to the network device to be called and at least one of the gateway, and

wherein the server is further adapted to detect connection signals from the caller network device and from the called network device and send at least one of an instant message and an e-mail to the caller network device after attempting to connect the called network device to the caller network device and in response to the first connection signal not being received from the called network device.

33. (Canceled)

34. (Previously Presented) The system of Claim 32, wherein the gateway is adapted to connect the server to one or more of the called network device and the caller network device, and the gateway is still further adapted to connect the called network device to the caller network device.

35. (Original) The system of Claim 32, wherein the caller information includes at least one of a caller telephone number, a caller text description, a caller E-mail address, a caller login name, a caller network address, and a session identifier.

36. (Original) The system of Claim 32, wherein the called endpoint information includes at least one of a called telephone number, a called endpoint text description, a called endpoint network address, a called endpoint E-mail address, and a called endpoint interactive voice response (IVR) sequence.

37. (Currently Amended) The system of Claim 32, further ~~including~~ comprising a decoder to decode the called endpoint information to provide a called telephone number.

38. (Currently Amended) The system of Claim 32, further ~~including~~ comprising a decoder to decode the caller information to provide a caller telephone number.

39. (Original) The system of Claim 32, wherein the message includes at least one of an instant message and an E-mail.

40. (Original) The system of Claim 32, wherein the called network device is associated with a calling center.

41. (Previously Presented) The system of Claim 40, wherein the calling center includes an interactive voice response (IVR) system and the server is further adapted to communicate an IVR sequence to the calling center.